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## TERMS OF POLICY

### Privacy Policy

At E&K Cleaning Service we work hard to protect the privacy of our customers. Our site registration form require to disclosure information such as name, address, e-mail and telephone number. This information is used to respond to your request or notify you about important changes to our service only. We do not transfer or sell any of this information to any outside organizations. We respect the privacy of our customers.

### Cancellation/Rescheduling

A minimum of 48 hours notice is required for any cancellations or changes. Otherwise \$20 per cleaner cancellation fee will apply. Our team is working hard to be as flexible as we can to fit your busy schedule.

### Payments/Refunds

We strongly suggest to make payment after work is performed. We accept cash, checks and credit cards (on-line payment). We strive to serve all of our customers with the best respect as well as provide a total solution for your needs. If there is any reason that you are not 100% satisfied with our service, call our office within 24 hours and we will re-clean your property for free. There are no refunds on work that has been completed. All sales are final.

### Customer Obligations

Please provide access for our Maids to utilities such as electricity, hot and cold water. Inform our local office if there are any defective installed windows, doors, shelving, cabinets, mirrors which may fall upon contact. Also please remove any fragile, valuable items together with cash, jewelry, works of art and items of sentimental value.

## Your Security

Our employees are extensively trained, screened with a background check and supervised. They must have verifiable personal references and verifiable work history, and also meet our standards and qualifications. For security, access to the keys, have only professional who clean your home. All keys are stored in a doubly-locked box at our local offices. Our staff are all bonded and insured to protect you against loss or damage.